



# **Division of Developmental Disabilities (DDD)**

## **Support Coordination Q&A**



# Purpose of Webinar

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- ❑ Feedback
- ❑ Implementation
- ❑ Clarification based on further development



# Additional Training Opportunities

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- ❑ 2-Day Sessions – September 26 & 27, November dates to be announced
- ❑ Supports Program – Beginning of 2014
- ❑ I-Record
- ❑ Technical Assistance & Continuing Education



# Overview of DDD

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- ❑ Adult Service System
- ❑ Medicaid Based System
  - ❑ Individual Based
  - ❑ MCO/ASO/Waiver Services
- ❑ Disability Services
- ❑ Individual Based
- ❑ What DDD is *not* ...



# Key Themes

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- ❑ Individual Choice
- ❑ Shift from Segregated Settings/Supports to Integrated Supports
- ❑ Employment First



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# Overarching question to consider...



# If the individual didn't have an I/DD, would we be...

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- ☐ having this discussion?
- ☐ making this decision?
- ☐ suggesting this?
- ☐ asking this?
- ☐ expecting this?
- ☐ etc.



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# Care Management





# Current Overview of Care Management

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- ❑ Individuals receiving services prior to June 2013
  
- ❑ New presenters as of June 2013
  
- ❑ Individuals enrolled into Supports Program – beginning of 2014



# Accessing Support Coordination

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- ❑ Individual/Family completes the Support Coordination Agency (SCA) Selection Form & submits to DDD
- ❑ SCA form provides individual/family the opportunity to indicate preference in SCA
- ❑ SCA is assigned if preferred selection serves county of residence and has capacity



# Accessing Support Coordination

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- ❑ SCA agency is auto assigned by computer in situations where:
  - ❑ No preference is indicated
  - ❑ SCA of preference does not serve county of residence or does not have capacity
- ❑ Individual/family can choose a new SCA at any time



# Accessing Support Coordination

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- ❑ Notification of SCA assignment is sent to the individual and DDD Regional Office
- ❑ SCA will receive the NJ CAT (Comprehensive Assessment Tool) and individual's budget
- ❑ SCA will identify SC
- ❑ SC will contact the Regional Office for a case conference (using SC Case Conference Guide)



# Individualized Budgets

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- ❑ How budgets are assigned
- ❑ Support Coordinator's role
- ❑ Support Coordinator cannot be involved in budget setting process
- ❑ Process when there are concerns about the budget



# What is Support Coordination?

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- ❑ Services that assist participants in gaining access to needed program and State plan services, as well as needed medical, social, educational and other services
- ❑ Replaces DDD Case Management



# Conflict Free Care Management

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- ❑ SC **cannot** select providers for the individual
- ❑ SCA/SC **cannot** enter into “agreements” with direct service providers to refer individuals in exchange for SC referrals
- ❑ DDD will monitor trends in referrals
- ❑ SCA will be subject to suspension or disenrollment



## 24 Hour Coverage

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- ❑ SCA must ensure that Support Coordination services are available at all times – minimally via phone contact
- ❑ Answering service is acceptable as long as there is a SC available on-call
- ❑ SCA must schedule meetings to accommodate individuals/families that cannot meet during business hours





# 24 Hour Coverage - Emergent Cases

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- ❑ Shall be directed to the on-call SC for follow-up
- ❑ SC must contact the individual and direct him/her to appropriate resources and/or make phone calls (911, emergency personnel, other government entities, etc.)
- ❑ A meeting to develop a plan to address the issue must be held the following morning/day



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# Service Planning Process



# PCPT's Purpose

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- ❑ Facilitates Person Centered Planning process
- ❑ Identifies strengths, preferences, individual characteristics, etc.
- ❑ Can be used to share pertinent caregiver information/support needs
- ❑ Provided to service providers upon consent



# Pathways to Employment

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- ❑ Designed to facilitate a conversation about employment with the individual
- ❑ Path 1: Already employed
- ❑ Path 2: Unemployed & wants to pursue employment
- ❑ Path 3: Unemployed & not pursuing employment at this time



# Voting

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- ❑ Designed to facilitate a conversation about voting with the individual
- ❑ Identifies support needs related to voting



# Mental Health Pre-Screening

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- ❑ Designed to facilitate a conversation about the individual's mental health
- ❑ Indicate "yes" or "no" based on response to questions
- ❑ Ask follow up questions as needed
- ❑ Responses may lead to the need for referrals for mental health services or identification of support needs



# ISP's Purpose

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- ❑ Identifies outcomes, goals, and support needs
- ❑ Identifies health & safety concerns
- ❑ Service authorization
- ❑ Provided to all service providers



# Documents Needed for ISP Development

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- ❑ NJ CAT
- ❑ Discovery Tools
- ❑ Current/Previous PCPT(s)
- ❑ Previous ISP(s), if applicable
- ❑ Must review the NJ CAT, PCPT, and previous ISP prior to writing a new ISP





## Review – NJ CAT

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- ❑ Information related to physical, cognitive, health, behaviors, communication, etc.
- ❑ How will these characteristics effect the individual's ability to meet outcomes/goals?
- ❑ Identify areas where support is needed



## Review – NJ CAT

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- ❑ Identify areas/experiences that will continue or contribute to meeting outcomes/goals
- ❑ Identify how caregiver characteristics may require support



## Review - PCPT

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- ❑ Outcomes, goals, service needs related to the individual
- ❑ Pathways to employment
- ❑ Voting
- ❑ Mental health pre-screening



# Outcomes – Do's & Don'ts

## Do's

Write about the individual's desired achievement

Write in future tense

Write one outcome per outcome

Include at least one employment outcome

Individualize the outcomes

Other?

## Don'ts

Write about the service/supports needed to achieve the desire

Write in present or past tense

Write/combine multiple outcomes into one

Forget to include an employment outcome

Write the same outcome for everyone

Other?



# Writing Goals

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- ❑ Goals are the steps it takes to reach the outcome
- ❑ Be specific and measurable
- ❑ Do not repeat what has been written as an outcome



# Additional ISP Requirements

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- ❑ Must be completed within 30 days of individual assignment
- ❑ Completed at least annually to review current plan and develop a new annual ISP
- ❑ Modified whenever there is a significant change in the individual's status
- ❑ Distributed (along with PCPT upon consent) to all team members and service providers within 3 days of approval



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# Coordinating Services



# Use of Community Resources

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- ❑ Most communities offer an array of services that may meet the needs of people with I/DD and their families
- ❑ Utilizing these resources can increase the amount of services an individual receives and may provide services that are not available through DDD





# Use of Community Resources

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- ❑ SC must be aware of community resource information & assist the individual in linking to these resources
- ❑ Adaptive and/or medical equipment, nutrition assistance, housing, legal assistance, recreation, advocacy, transportation, utility assistance, etc.
- ❑ Section to assist this discussion in PCPT



# Current DDD Services

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- Assistive Technology
- Environmental Modification
- Habilitation
- Individual Supports
- PERS
- Recreation
- Respite
- Supported Employment
- Transportation
- Vehicle Modification
- Adult Training (AT) – contracted
- AT-Special Needs – contracted
- Corporate Respite – contracted
- Family Supports – contracted

**\* A handout with additional details is being developed and will be available by 9/26**



# Selection of Approved Providers

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- ❑ SC **cannot** select providers for the individual
- ❑ SC will assist in
  - ❑ Matching providers to needs
  - ❑ Identifying criteria that will help narrow the list of available providers (can be accessed through a database, DDD regional personnel, provider fairs)
  - ❑ Contacting potential service provider to help facilitate individual research (interviews, tours, etc.)
  - ❑ Determining availability of services



# Selection of Approved Providers

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- ❑ Individual identifies provider choices based on identified need
- ❑ SC contacts the potential providers to assess availability and documents the provider in the ISP
- ❑ SC provides contact info to provider and individual, facilitates introduction, notifies provider of service need & individual attributes



# Selection of Approved Providers

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- ❑ Provider should make contact with individual or express interest in delivering services to the individual (5 working days)
- ❑ SC changes provider selection in ISP as necessary
- ❑ SC follows ISP authorization process



# Self-Hires

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- ❑ A self-hire is an individual who provides services as an employee of the participant
- ❑ The Fiscal Intermediary (FI) shall be utilized to manage payroll, tax responsibilities, and other employer obligations related to Self-Hire selection and employment activities



# Self-Hire Process

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- ❑ Provide individual/family with a self-hire packet – obtained from Easter Seals
- ❑ Complete packet and send to Easter Seals
- ❑ Easter Seals reviews qualifications
- ❑ Individual/family hires, orients, and trains
- ❑ FI will ensure training in accordance with DDD required qualifications specific to the services



# For Self-Hires the Individual/Family must:

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- ❑ Track the hours of service used against the hours of service authorized
- ❑ Report any concerns to the SC, and work with the FI/DDD toward resolution





## Referral & Placement

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- ❑ Contracted – the Region will make referrals
- ❑ Self-directed – Easter Seals will send a welcome packet to the provider
- ❑ If family support services are needed, the SC will contact Tricia to arrange
- ❑ SC sends a copy of the ISP and relevant and consented to discovery tools, evals, assessments, etc. to the providers



# Service Authorization

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- ❑ DDD-funded services require authorization prior to delivery
  - ❑ Currently, all plans are reviewed and approved by DDD
  - ❑ In the future, the SC Supervisor's approval of the ISP will authorize services & some services will require DDD approval (a list will be provided)



# SC Supervisor

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- ❑ Reviews the ISP once submitted by SC
- ❑ Ensures that other resources have been explored and are either not available or not sufficient to meet the documented need
- ❑ Ensures that the services will be provided in accordance with the service definitions and parameters outlined in the SP Policy Manual



# Authorization Process

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- ❑ SC completes the ISP and passes on to the SC Supervisor for review
- ❑ SC Supervisor (SCS) reviews the ISP
- ❑ SCS notifies the SC of any needed revisions
- ❑ SCS approves and sends to DDD for approval



# Authorization Process – I-Record

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- ❑ SC completes the ISP and changes status from “work in progress” to “review”
- ❑ SC Supervisor (SCS) reviews the ISP
- ❑ SCS notifies the SC of any needed revisions
- ❑ SCS will approve the plan or send to DDD for approval



# Monitoring

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- ❑ Ensuring that the individual
  - ❑ Receives quality supports and services as outlined in the ISP
  - ❑ Progresses toward identified outcomes
  - ❑ Receives quality supports and services in accordance with DDD's mission and core principles
- ❑ Documented on the Support Coordination Monitoring Tool



# Monthly Contact

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- ❑ Face-to-Face is preferable
- ❑ Telephone is acceptable
- ❑ Documented on Support Coordination Monitoring Tool
- ❑ SC must provide follow-up and document through case notes and/or the SC Monitoring Tool
- ❑ Revise ISP as necessary



# Quarterly Contact

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- ❑ Must be face-to-face & include at least 1 home visit annually
- ❑ Some services require a review of the setting where services are provided
- ❑ Documented on the SC Monitoring Tool
- ❑ SC must provide follow-up and document through case notes and/or the SC Monitoring Tool
- ❑ Revise ISP as necessary





# SC Monitoring Tool

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- ☐ Identifying Information
- ☐ Outstanding Issues/Outcomes of Corrective Actions
- ☐ Medicaid Eligibility Status
- ☐ Budget
- ☐ Service Plan
- ☐ Health & Safety



# SC Monitoring Tool

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- ☐ Behavior (if applicable)
- ☐ Community Involvement
- ☐ Provider Satisfaction
- ☐ Friendships and Social Interactions
- ☐ Choice and Decision Making
- ☐ Unusual Incident Reports
- ☐ Communication



# SC Monitoring Tool

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- ❑ Additional Comments
- ❑ Quarterly Face-to-Face Review (if applicable) – For SC to answer
- ❑ Annual In-Home Review (if applicable) – For SC to answer
- ❑ Acknowledgements



# Quality Assurance Responsibilities

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- ❑ SC should report any quality assurance issues that come to his/her attention to DDD
- ❑ Include standards that are out of compliance, inappropriate implementation of programs, serious incidents not being reported, etc.
- ❑ Also document in SC Monitoring Tool and/or case notes



# Summary of Current SC Documents

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- ❑ Required Documents
  - ❑ Support Coordination Monitoring Tool
  - ❑ PCPT
  - ❑ ISP
  - ❑ Participants Statement of Rights & Responsibilities
- ❑ Optional Documents
  - ❑ ISP Assurance Checklist
  - ❑ Information Gathering Packet/Discovery Tools



# A Support Coordinator

## Does...

Assist in linking individual to services & supports

Provide information and can act as a resource to service providers

Support individual in advocating for him/herself and/or link individual/family to advocacy resources

Follow-up

Meet deliverables on time

Understand community resources & linkages

## Does Not...

Choose or recommend specific services, supports, or providers

Advocate or attempt to change provider's delivery of services

Advocate on behalf of the individual/family

Wait until designated meetings or documentation to provide follow-up

Go past deadlines

Utilize or rely only on DDD services/supports prior to seeking out other resources



# I-Record

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- ❑ October 1 – Go Live Date
- ❑ November 1 – Deadline for entering info
- ❑ IT Needs
  - ❑ Internet Explorer Browser (Version 7 or 8)
  - ❑ Scanner
  - ❑ Current Adobe Reader
  - ❑ Microsoft Word or comparable productivity software
  - ❑ Internet access



# I-Record Training

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- ❑ Demonstration during SC training sessions
- ❑ Video Training – available in October
- ❑ Ongoing Technical Assistance provided by the DDD Regional Monitors





# Friendly Reminders

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- ❑ Establish and maintain records
- ❑ Monthly contact CANNOT be conducted by email
- ❑ Only one outcome is required (although most individuals will have more than one)
- ❑ Outcomes must be individualized (DDD will be monitoring)



# Friendly Reminders

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- ❑ All ISPs indicating that the individual is “not currently pursuing employment at this time” will be reviewed by Jennifer Joyce
- ❑ SCA/SC **cannot** enter into “agreements” with direct service providers to refer individuals in exchange for SC referrals
- ❑ SC must distinguish between care management and advocacy



# Resources & Technical Assistance

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- ❑ Support Coordination Resource Page -  
<http://rwjms.rutgers.edu/boggscenter/projects/njisp.html>
- ❑ SC Help Desk –  
[DDD.SCHelpdesk@dhs.state.nj.us](mailto:DDD.SCHelpdesk@dhs.state.nj.us)
- ❑ NJ Resources –  
<http://www.nj.gov/humanservices/dds/documents/RD13webqxd.pdf>



# Technical Assistance

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- ❑ SC Help Desk
- ❑ Central Office – Tricia Brennan
- ❑ Each Regional Office has identified a point person
- ❑ 100% review of ISPs
- ❑ Review of SC Monitoring Tool
- ❑ Conflict Free – Carrie Conger



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# Questions???